

DELAWARE DEPARTMENT OF JUSTICE  
**CASUAL/SEASONAL JOB OPENING**

Opening Date: July 5, 2019

Closing Date: Until Filled

**CASUAL/SEASONAL Information Technology Network Technician**  
**Information Technology Unit/Executive Offices/New Castle County**

***This is a Casual/Seasonal position at 37.5 hours per week. This is a position without healthcare benefits. Salary will be commensurate with experience.***

**Description of Duties:**

The Delaware Department of Justice seeks a Casual/Seasonal Information Technology (“IT”) Network Technician to work as part of the Information Technology Unit supporting the Department’s IT needs. This is an integral opportunity for a qualified person to work within the Department’s offices utilizing their experience and knowledge within a high-volume and fast-paced work environment.

This position’s support work emphasizes monitoring, operation and maintenance involved in the administration of a local area network and telecommunications (data/voice/video/image) systems, end user assistance through help desk customer services, and technical systems maintenance through diagnostics and repair. This position reports directly to the Information Technology Manager.

The work responsibilities will include:

- Configures, installs, tests, troubleshoots, repairs and monitors operation of LAN hardware/software including desktop computers, data/voice/video communication systems, including peripheral devices, wiring and cabling to ensure connectivity and functionality.
- Provides customer service through central help desk function to resolve or ensure resolution of problem diagnosis/assessment and repairs. Maintains database of user problems and resolution.
- Performs routine network systems administration to include, but not limited to: addition/deletion of users and hardware/software, defining access rights, implementing and ensuring compliance with security procedures and policies, recommending purchases of hardware/software through state contracts, planning and implementing desktop computer migration and maintaining inventory control systems. Advises and trains users on the operation and capabilities of hardware and application software.

**Minimum Qualifications:**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Ability to lift and carry technical equipment including computers and servers.
2. Ability to qualify, operate and to drive state vehicles statewide; position is based primarily in Wilmington but incumbent is responsible for servicing the Department's facilities statewide.
3. Ability to identify and analyze problems/needs/issues, assess their impact and make recommendations both verbally and in writing.
4. Knowledge of the methods and techniques for performing diagnostics and problem resolution associated with computer based systems and local area or wide area networks.
5. Knowledge of the methods and techniques of data/video/imaging systems administration and data network administration.
6. Ability to communicate effectively in technical and non-technical terminology to the end user.
7. Ability to use sound judgment and reach logical conclusions.
8. Ability to pass a state and federal criminal background check and to comply with internal and external acceptable use policies.
9. Ability to work professionally and confidentially in a work environment with sensitive data.
10. Ability to deploy new equipment/image/reimage desktops and laptops to meet the Department's standards.

Desired Competencies:

- Working knowledge and understanding of Desktop Authority and related policies.
- Working knowledge and understanding of State security policies and management through Active Directory.

**Internal Delaware Department of Justice Applicants:** Please submit an updated Resume or summary of work experience to the Director of Human Resources.

**External Applicants:** In order to be considered for this position, external applicants must submit Resume and the Delaware Department of Justice Application (please see link):

<http://attorneygeneral.delaware.gov/executive/hr/job-application/>

**OR external applicants can mail Resume and the Delaware Department of Justice Application to: Delaware Department of Justice, Human Resources, 820 N. French Street, 6<sup>th</sup> Floor, Wilmington, DE 19801, OR E-mail to: DOJHR@delawar.gov OR Fax to: 302-577-5866. EOE.**